

# Air Force Field Customer Discovers How His Supplies are Processed at DDSP

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Senior Master Sergeant Mark Johnson, is not just a Vehicle Maintenance Manager with the United States Air Force 65th Transportation/ LGRV at Lajes Field, Azores, he is also a DDSP customer. On October 28, 2002, Deputy Commander Andy Leitzel and Senior Enlisted Advisor Master Sergeant Jimmy Dorsey, USMC, escorted SMSgt Johnson on a tour through DDSP's Eastern Distribution Center (EDC). The 65th Transportation orders supplies that are received, processed, and shipped through DDSP's Containerization and Consolidation Point (CCP).

As a Transporter, it was beneficial for SMSgt Johnson to observe how quickly items are processed for shipment and how shipments are traced. Most of his unit's purchases are from vendors and often have delayed delivery, or do not arrive at all. During the tour, he learned how supplies purchased

directly from vendors can arrive at DDSP with insufficient shipping information and that the lack of a Transportation Control Number (TCN) delays their delivery. Johnson learned that these items then become Frustrated Freight and require laborious research by DDSP employees in order to locate their final destination and assign a TCN. The tour concluded with an overview of the Frustrated Freight area and the Hazardous Storage Building.

DDSP welcomed the opportunity to share concerns and solutions with a customer operating at this level in the supply chain. SMSgt Johnson was equally pleased and stated, "This visit exceeded my expectations. I'm eager to return to base and share my DDSP experience with my vehicle parts supply and traffic management personnel."



*DDSP Customer, SMSgt Mark Johnson, USAF, (shown in center) learns from DDSP Deputy Commander Andy Leitzel (shown left) and Senior Enlisted Advisor MSgt Jimmy Dorsey, USMC (shown right), how direct vendor purchases end up in the Frustrated Freight area.*